



## Superior Court of California County of Riverside

4050 Main Street, Riverside, CA 92501

### **NEWS RELEASE**

April 22, 2014

Contact: Gary Whitehead, Chief Deputy of Information Technology  
(951) 777-3163

(Electronic version available at: <http://riverside.courts.ca.gov/media/media.shtml> )

### **ONLINE COPY REQUESTS AVAILABLE FOR IMMEDIATE E-MAIL DELIVERY**

**RIVERSIDE COUNTY:** The Riverside County Superior Court is pleased to announce an enhancement to its Online Copy Request system that will provide immediate e-mail delivery of non-certified documents and minute orders.

Launched in early 2012, the online system allows the public to request copies or certified copies of documents for various case types that are open to public inspection. Copy fees, including postage, are assessed.

The enhancement to the copy system will allow orders to be fulfilled automatically from the court's database and document management without staff intervention. Previously, court records staff were required to retrieve documents and images requested online and attach them to e-mails. The enhanced system is fully automated and is available 24 hours a day, seven days a week.

The automated improvement to the system applies to non-certified documents and minute orders only. Certified documents must be printed, certified and delivered by regular mail. It is recommended that requests for certified and non-certified documents on the same case be split into separate orders so that the non-certified documents can be delivered via e-mail. Orders requested and eligible for delivery by e-mail are processed immediately, fulfilled in three to five minutes, and no postage is charged.

To place an on-line copy request visit the court's website at [www.riverside.courts.ca.gov](http://www.riverside.courts.ca.gov) and click *copy requests* under the *online services* tab.

####